

**MPR 2800.2
REVISION B**

**EFFECTIVE DATE: September 27, 2004
EXPIRATION DATE: September 27, 2009**

MARSHALL PROCEDURAL REQUIREMENTS

AD01

MARSHALL INFORMATION TECHNOLOGY SERVICES

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DOCUMENT HISTORY LOG

Status (Baseline/ Revision/ Canceled)	Document Revision	Effective Date	Description
Baseline		3/16/01	Establishes the responsibilities and procedures/guidelines for information technology services provided by the Information Services Department at MSFC.
Revision	A	11/21/2003	Invalid "Applicable Documents" were deleted. Reference documents that were applicable were moved under "P.4 Applicable Documents" and deleted from "P.5 References." MPD 1150.1 was added as an Applicable Document. The definition of an IT Manager was added. "ISD" was replaced with "the Office of the CIO" throughout. Infrastructure, Basic and Augmented services are no longer referenced. Web page references and related information was updated in Paragraph 3.1.1. Web Services was combined with Applications Services and accordingly Chapter 4 deleted. Mission Data Reduction is no longer offered as a service and accordingly Chapter 7 was deleted. A new paragraph was added under each service (except Chapter 6, "IT Procurement Services", to address the responsibility for IT security plans for each service. Other miscellaneous edits were applied.
Revision	B	9/27/2004	Document revised to bring into compliance with the Headquarters Rules Review Action. In paragraph 3.1.1, revised web page references and replaced OCIO's with OITM's. In paragraph 3.1.3.1, deleted "PrISMS" and replaced with "UNITeS" and changed "TMR" to "DOCOTR". In Chapter 3, deleted "IAN" and replaced with "LAN" and updated maximum LAN service to 100 megabits.

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PREFACE

P.1 PURPOSE

The purpose of this Directive is to establish the responsibilities and requirements for obtaining Marshall Space Flight Center (MSFC) Information Technology (IT) services provided by the Office of the Chief Information Officer (CIO) of the Center Operations (CO) Directorate. These services include Desktop Computer Services, Server Systems, LAN Services, IT Support Services, Applications and Web Services, and IT Procurement Services. For other IT services offered by the Office of the CIO, refer to MPD 2800.1, Appendix B for governing documents.

P.2 APPLICABILITY

This Directive is applicable to all MSFC organizations, all MSFC support contractors, and other supporting organizations regardless of location.

P.3 AUTHORITY

MPD 2800.1, "Management of Information Technology Systems and Services at MSFC"

P.4 APPLICABLE DOCUMENTS

- a. MPD 1150.1, MC-13, "MSFC Network Access Control Board (NACB)"
- b. MPD 2800.1, "Management of Information Technology Systems and Services at MSFC"
- c. MPR 2810.1, "Security of Information Technology"
- d. NASA-STD-2804, "Minimum Interoperability Software Suite"
- e. NASA-STD-2815, "NASA Electronic Messaging Architecture, Standards, and Products"
- f. NASA-STD-2805, "Minimum Hardware Configurations"

P.5 REFERENCES

None

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P.6 CANCELLATION

MPG 2800.2 dated November 21, 2003

Original signed by
Robin N. Henderson for

David A. King
Director

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DOCUMENT CONTENT

1. DEFINITIONS

1.1 IT. IT includes computer and communications systems, ancillary equipment, software applications, hardware, firmware, networks, and support personnel and services that enable Center personnel to generate, process, store, access, manipulate, and exchange information.

1.2 IT Manager (ITM). Representative of the Office of the CIO, serving within a particular Center directorate(s) or office(s), providing focused leadership of, and communication about, IT activities across the directorate(s) or office(s).

Specific definitions describing what constitutes each type of service are provided in the subsequent chapters detailing procedures for providing or obtaining the service.

2. RESPONSIBILITIES - GENERAL

2.1 The Office of the CIO shall be responsible for:

2.1.1 Providing IT Services to the MSFC.

2.1.2 Establishing and maintaining the IT procedures and guidelines that govern provision of these services as part of MSFC processes.

2.1.3 Providing consultation and assistance on IT services for MSFC customers.

2.2 All Directors/Managers and Users shall be responsible for:

2.2.1 Reviewing, validating, and projecting the MSFC IT Services requirements initiated by personnel within their organization(s) who require the services.

2.2.2 Coordinating with the Office of the CIO when projects are planned that require MSFC IT Services and notifying the Office of the CIO manager of the initiation of special projects and meetings related to the planning of projects.

2.2.3 Identifying or providing funding as required for their organization's IT Services.

2.2.4 Assisting the Office of the CIO in preparing and maintaining up-to-date records regarding MSFC IT Services for their organization(s).

2.3 Specific responsibilities related to each type of IT service are provided in the respective chapter for that service.

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3. PROCEDURE - GENERAL

3.1 The general procedure for obtaining MSFC IT Services shall be:

3.1.1 The customer defines requirements and obtains any required organizational management approval and any required funding. [Note: The Office of the CIO can provide assistance and consultation in development of requirements and understanding MSFC IT services. The Office of the CIO Organizational IT Managers (OITM's), Computer Security Officials, IT Managers, and Computer Support Specialists can be found on the CIO Web page at http://co.msfc.nasa.gov/ad30/it_reps.html. Service managers for each service can be found on the Center Operations Services Management Information System (COSMIS) Web site at http://cosmis.msfc.nasa.gov/SM_and_Resources_POC.html.] If the Office of the CIO is unable to provide the requested service, the user may use an external source in accordance with the policy of MPD 2800.1, "Management of Information Technology Systems and Services at MSFC."

3.1.2 For yearly recurring requirements, the customer shall work with the Office of the CIO representative to ensure that all requirements are projected in the yearly planning cycle and that final support requirements and funding are agreed upon before the next fiscal year.

3.1.3 For new requirements, if the service requires prior Office of the CIO approval or coordination and planning, the customer shall obtain the applicable approval and assistance from the Office of the CIO MSFC IT Services representative. Otherwise, the customer shall contact the Office of the CIO representative directly or submit the request for the service via the One Stop Shop Web page. Prior approval and/or coordination with the Office of the CIO shall be required when new requirements could potentially impact:

3.1.3.1. Scope of contracts, such as UNITEs or ODIN, where the Office of the CIO is the Contracting Officer's Technical Representative (COTR) or Delivery Order COTR (DOCOTR).

3.1.3.2 Funding levels, such as significant increases in cost or contractor staff.

3.1.3.3 Assets which the Office of the CIO must manage and control for the Center, the Agency, or other government entities.

3.1.4 The Office of the CIO shall review all requests, follow up with the customer as appropriate, and provide the service as approved by both the customer and the Office of the CIO.

3.1.5 The Office of the CIO shall validate service and/or customer satisfaction.

3.2 Procedures specific to each type of MSFC IT Service are provided in the subsequent chapters for those services.

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4. RECORDS

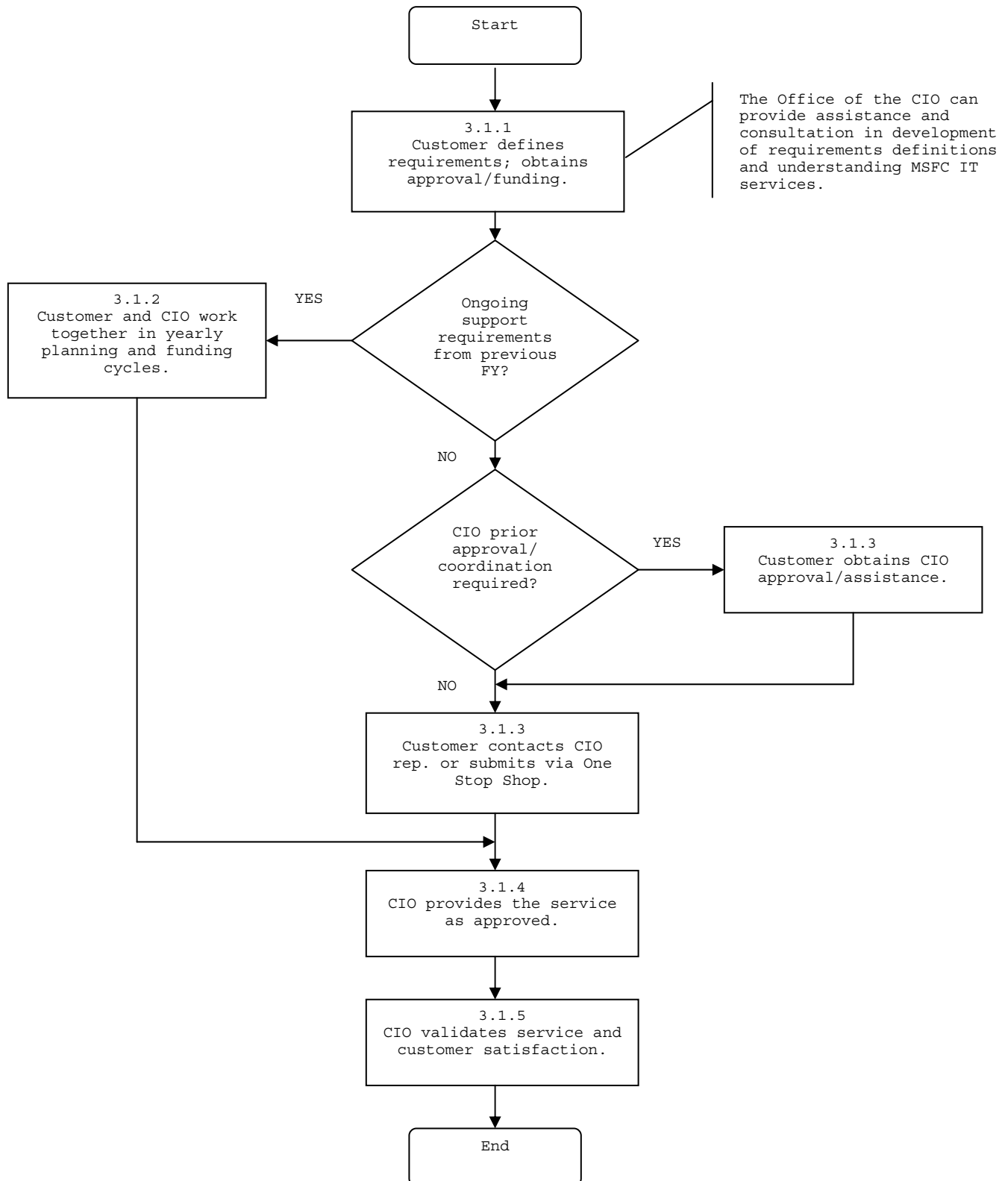
None

5. FLOW DIAGRAM

The following flow diagram depicts the general procedure for obtaining MSFC IT services.

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FLOW DIAGRAM – MSFC IT SERVICES



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CHAPTER 1

DESKTOP COMPUTER SERVICES

CH1.1 Definitions

CH1.1.1 Commercial-Off-The-Shelf (COTS) Software. Ready-made software products obtained from a vendor.

CH1.1.2 Outsourcing Desktop Initiative for NASA (ODIN). A NASA-wide privatization initiative under which customers may purchase desktop computing services on a “per seat” basis for a monthly fee, with guaranteed service levels, performance characteristics, and technology refreshment cycles. Services under this contract include: desktop computing support, server and LAN management and operations, desktop hardware and software distribution and installation, trouble resolution and customer assistance, hardware installation, repair and upgrade, and a catalog of selected commercial upgrade components.

CH1.2 Responsibilities

CH1.2.1 The Office of the CIO shall be responsible for:

CH1.2.1.1 Providing and managing Desktop Computer Services itemized in the following table in accordance with NASA-STD-2804, “Minimum Interoperability Software Suite,” and NASA-STD-2805, “Minimum Hardware Configurations.”

SERVICE	DESCRIPTION
Desktop computers	General purpose PC or Macintosh for each entitled employee; access to laptop loaner pool Additional options for various seats and services
Networked printing	Black & white; close proximity to user; minimum of 20 pages per minute; access to color printer Additional options
Desktop computer upgrades	Hardware refreshed every 3 years; software refreshed within a year after new release Non-ODIN hardware and software purchases; ODIN catalog purchases
Electronic mail (e-mail) accounts per NASA STD-2815	One 20-megabyte account per user; temporary e-mail accounts for organizations or functions (daycare, picnic, open house, etc.) Additional services optional
Desktop computing peripherals	Optional items, such as zip drives, scanners, plotters, and tape backup devices
Temporary desktop computers	Optional, per customer request
Additional file server, home directory and group directory disk storage space	Optional, per customer request
Backup and recovery of data	Nightly for users’ data stored on desktop servers Daily or weekly options for users’ data stored on their desktop computer
Remote Access	Optional, per customer request

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SERVICE	DESCRIPTION
Relocation of desktop computing equipment	Once per year for ODIN equipment Optional, per customer request for non-ODIN equipment

CH1.2.1.2 Ensuring that appropriate and approved IT Security Plans are in place that address the required elements of MPR 2810.1, “Security of Information Technology” for Desktop Computer Services.

CH1.2.1.3 Reporting IT resources.

CH1.2.1.4 Coordinating and/or approving as required any Augmented services.

CH1.2.2 Directors/Managers of Basic Organizations shall be responsible for:

CH1.2.2.1 Defining and submitting their organization’s requirements for Desktop Computer Services.

CH1.2.2.2 Ensuring that adequate funding is available for their organization’s services.

CH1.2.2.3 Assisting the Office of the CIO in preparing and maintaining up-to-date records regarding their organization’s Desktop Computer Services.

CH1.3 Procedure

To obtain these services, customers shall follow the “Procedure – General” as outlined in Section 3 of “Document Content.” In addition, for information relating to ODIN services, customers can access the ODIN Web page at <http://odin.msfc.nasa.gov> or go directly to the ODIN Catalog Web site at <https://ermweb.oao.com/odin4/>.

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CHAPTER 2

SERVER SYSTEMS

CH2.1 Definitions

CH2.1.1 Operations. This service includes 7 days per week/24 hours per day operational monitoring of system availability and performance; trouble ticket management; regularly scheduled incremental and full volume backups; disaster recovery; controlled environment; and security management. [Note: Disaster recovery is also offered as a separate service.]

CH2.1.2 Server. A computer that provides a specific kind of service to computers running client software. These services include Web, application, file storage, and computation.

CH2.1.3 System Administration. This service includes installation of current Original Equipment Manufacturer (OEM) operating system releases and non-OEM software products; system performance tuning; userid/password management; file system management; and IT security management. [Note: Software licensing is offered as a separate service.]

CH2.2 Responsibilities

CH2.2.1 The Office of the CIO shall be responsible for:

CH2.2.1.1 Providing and managing the Server System Services itemized in the following table:

SERVICE	DESCRIPTION
Operations	Servers that support the general purpose desktop users Mid-range servers; specialized servers per customer request
System administration	Servers that support the general purpose desktop users Mid-range servers; specialized servers per customer request
Server services (Web, application, computational)	Servers that support the Center applications, such as help desk, security, core administrative, and the core Web pages Customers' specific applications, Web pages, or data bases, including operations and system administration
Data base administration	Data bases that support the Center functions, such as the help desk, security, and core administrative applications Oracle, Sybase, and Structured Query Language (SQL) Server data base administration for customers' specialized applications
Hardware acquisition; hardware installation	Server hardware that supports the Center functions, such as the help desk, security, and core administrative applications System engineering support; procurement support; system installations
File services	Shared file space for user files, including operations and system administration
Software licensing	Procurement support and administration
Disaster recovery services	Offsite storage of backup tapes

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CH2.2.1.2 Ensuring that appropriate and approved IT Security Plans are in place that address the required elements of MPR 2810.1, “Security of Information Technology” for Server Systems.

CH2.2.1.3 Reporting IT resources.

CH2.2.1.4 Coordinating and/or approving as required for Server Systems services.

CH2.2.2 Directors/Managers of Basic Organizations shall be responsible for:

CH2.2.2.1 Defining and submitting their organization’s requirements for the Office of CIO Server System Services.

CH2.2.2.2 Managing the data content of all their organization’s applications.

CH2.2.2.3 Ensuring that adequate funding is available for their organization’s services.

CH2.3 Procedure

To obtain these services, customers shall follow the “Procedure – General” as outlined in Section 3 of “Document Content.”

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CHAPTER 3

LAN SERVICES

CH3.1 Definitions

CH3.1.1 Firewall. A combination of hardware and software used to protect one network from another.

CH3.1.2 Local Area Network (MSFC LAN). MSFC has an infrastructure of over 10,000 campus nodes serving approximately 75 buildings providing access to MSFC computing resources, other NASA sites, and the Internet. Interbuilding connectivity is provided via underground fiber optic cabling. Twisted pair copper cabling capable of supporting a maximum of 100 megabits per second (MBPS) Ethernet service is used to provide LAN service to the user workstation.

CH3.2 Responsibilities

CH3.2.1 The Office of the CIO shall be responsible for:

CH3.2.1.1 Providing the LAN services itemized in the following table:

SERVICE	DESCRIPTION
LAN infrastructure	Reliable data transmission and connectivity to LAN services
Installation of a network drop	One standard Ethernet connection per ODIN desktop Optionally, non-ODIN Ethernet connection, high speed connection, more than one connection
Relocation of an existing drop	One relocation per ODIN desktop per year Relocation for non-ODIN equipment
Isolated LAN connectivity	Optional, per customer requirement
Encrypted or secure communications services	Optional, per customer requirement
Network consulting services	Gather and analyze customer requirements to help augment or enhance local building networks

CH3.2.1.2 Ensuring that appropriate and approved IT Security Plans are in place that address the required elements of MPR 2810.1, "Security of Information Technology" for LAN Services.

CH3.2.1.3 Managing the LANs on the MSFC campus by maintaining configuration control, using network management tools to proactively monitor performance and to aid in capacity planning efforts, developing intrusion detection tools, and implementing firewall strategies to provide advanced security services for the MSFC LANs.

CH3.2.1.4 Maintaining the integrity and quality of service to all MSFC LAN users by reviewing and approving any augmentation planned for the LAN infrastructure, including the installation of

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any LAN and any external connections from any LAN on the MSFC campus, and severing any connection, or denying service, to any LAN segment causing network disruption to other MSFC users.

CH3.2.1.5 Together with MSFC Protective Services Department, reviewing any requirements for encrypted or secure communications services.

CH3.2.2 Protective Services Department, together with the Office of the CIO, shall be responsible for reviewing and concurring in any requirements for encrypted or secure communications services.

CH3.2.3 Directors/Managers of Basic Organizations shall be responsible for:

CH3.2.3.1 Coordinating any requirements for MSFC LAN connectivity or augmentation through the Office of the CIO and obtaining approval for this service.

CH3.2.3.2 Coordinating any requirements for encrypted or secure communications services through the Office of the CIO and the MSFC Protective Services Department and obtaining NACB approval as required.

CH3.2.3.3 Preventing any network connectivity or activity that has not previously been coordinated with the NACB and/or that significantly degrades service to the MSFC user community.

CH3.2.3.4 Ensuring that adequate funding is available for their organization's services.

CH3.3 Procedure

To obtain these services, customers shall follow the "Procedure – General" as outlined in Section 3 of "Document Content."

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CHAPTER 4

IT SUPPORT SERVICES

CH4.1 Definitions

CH4.1.1 Hardware Maintenance and Repair. A service to correct or repair IT equipment anomalies detected by diagnostic routines, test equipment, or reported by a user. Equipment must be properly identified with either a NASA Equipment Management System (NEMS) tag or an Office of the CIO contractor identification tag. The Office of the CIO may require inspection of the equipment prior to assumption of maintenance responsibility. Maintenance support of obsolete equipment, unique or “one of a kind” type equipment, and/or equipment which is determined to be non-compatible with the MSFC network or computing environment, is limited to best effort. Where applicable, the Office of the CIO maintains OEM warranties and licensing agreements. Trouble reports are reviewed against warranty information to determine whether or not an OEM supplier is responsible for maintenance of a particular piece of equipment.

CH4.1.2 One Stop Shop IT Help Desk Support (4-HELP, Options 0 and 7). This service provides MSFC and NASA-wide customers a single point of contact for first level assistance, support, and problem resolution for IT issues, 24 hours per day, 7 days a week. It provides NASA customers with an integrated service for problem identification and resolution across all IT components for which the Office of CIO has management responsibility. Customer calls that require specialized or onsite assistance are forwarded to the appropriate maintenance agency for resolution.

CH4.2 Responsibility

CH4.2.1 The Office of the CIO shall be responsible for:

CH4.2.1.1 Providing the IT Support Services itemized in the following table:

SERVICE	DESCRIPTION
One Stop Shop help desk support/ trouble reporting and resolution	Any MSFC customer who has an IT problem Support provided to Agency functions such as the NASA Data Center
Hardware maintenance and repair	Maintenance required for Center items, such as cable plant, and the help desk ODIN general purpose desktop computers Subcontracts; services for specialized IT equipment; non-ODIN equipment; unique or “one of a kind” equipment
Miscellaneous services	Miscellaneous IT services and support functions per customer requirement

CH4.2.1.2 Ensuring that appropriate and approved IT Security Plans are in place that address the required elements of MPR 2810.1, “Security of Information Technology,” for IT Support Services.

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CH4.2.1.3 Reporting IT resources.

CH4.2.1.4 Coordinating and/or approving as required any unique service requirements.

CH4.2.2 Directors/Managers of Basic Organizations shall be responsible for:

CH4.2.2.1 Defining and submitting their organization's requirements for IT Support Services.

CH4.2.2.2 Ensuring that adequate funding is available for their organization's services.

CH4.3 Procedure

To obtain these services, customers shall follow the "Procedure – General" as outlined in Section 3 of "Document Content."

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CHAPTER 5

APPLICATIONS AND WEB SERVICES

CH5.1 Definitions

CH5.1.1 Application and Web Development and Maintenance. This support is provided to meet Center and specific customer requirements and includes definition and specification, requirements analysis and feasibility studies, design and development, testing and integration, installation and deployment, configuration management, technical area experts, user assistance and training, documentation, ongoing maintenance (repairs and upgrades), other operational support, and replacement or retirement.

CH5.1.2 COTS Application Support. This support includes evaluation, procurement, installation, integration, testing, training, user assistance, administration, and other operational support of COTS software.

CH5.1.3 Data Owner. The functional owner of the application; usually the customer or a representative of the organization that sponsors the application or web site.

CH5.1.4 Index. A server file or directory that contains information about another directory or Web site, as well as access privileges, required dates, and a list of other indices.

CH5.1.5 Web Server. A computer or a software package that provides Web services to client software running on other computers.

CH5.1.6 Web. (1) Broadly used, the whole constellation of resources that can be accessed using Gopher, File Transport Protocol, Hyper Text Transport Protocol (HTTP), telnet, USENET, Wide Area Information Server, and other tools. (2) The universe of HTTP servers that allow mixed use of text, graphics, sound files, and/or similar elements. Frequently used (incorrectly) when referring to "The Internet."

CH5.1.7 Web Indexing. The compilation of a list or index of Web sites which may include gathering the content of documents from the site to support queries.

CH5.2 Responsibilities

CH5.2.1 The Office of the CIO shall be responsible for:

CH5.2.1.1 Providing and managing the Applications and Web Services itemized in the following table:

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SERVICE	DESCRIPTION
Application and Web development and maintenance	Applications and web sites that support Center functions, such as “Inside Marshall” Applications and web sites for specific customers or groups of customers (e.g., scientific and engineering applications; administrative applications specific to a Directorate or organization; etc.)
COTS applications support	COTS applications for Center functions or specific customers or groups of customers (e.g., scientific and engineering applications; administrative applications specific to a Directorate or organization; etc.)
Production support	Data preparation; data entry; initiation and monitoring of production programs; and generation, review, and distribution of reports for specific customers
Application training	General training for Center applications, ODIN differences training, Specialized training for specific customers’ applications
Internet consulting	Analyze customer audience and offer the most effective internet strategy to reach that audience
Searching, indexing, and marketing	Index customer’s site with the major search engines; target and find specific news groups and search engines devoted for audience; index and install a search engine specifically designed to search customer’s site
Web graphics design	Create attractive and engaging Web sites; translate and optimize existing graphics and text, including portable document file documents, for use on the Web
Web site development	Install and integrate compatible versions of the various internet server software products; provide storage and data structures on a shared internet server; support and integrate data bases; and design sophisticated Web pages
Web site hosting and maintenance	Provide a platform or collection of servers from which to deliver Web pages and documents; update Web page information on a daily, weekly, or monthly basis; make-over or refurbish the technology of an existing site

CH5.2.1.2 Ensuring that appropriate and approved IT Security Plans are in place that address the required elements of MPR 2810.1, “Security of Information Technology” for Applications and Web Services.

CH5.2.1.3 Providing Web hosting services on any platform and homepage formatting and generation for all MSFC organizations.

CH5.2.1.4 Adhering to all applicable government, Agency, and Center policies and regulations regarding software and web development and maintenance.

CH5.2.2 Directors/Managers of Basic Organizations and Data Owners shall be responsible for:

CH5.2.2.1 Defining and submitting their organization’s requirements for Application and Web Services to the Office of the CIO.

CH5.2.2.2 Coordinating with the Office of the CIO on requirements for unique Applications and Web Services for the purpose of minimizing duplication of effort and conserving resources.

CH5.2.2.3 Participating in the application life cycle process for the purposes of:

a. Providing user requirements,

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- b. Performing independent testing (as required),
- c. Serving on the Configuration Control Board for the application, which includes concurring in application requirements and releases,
- d. Reporting any discrepancies, and
- e. Approving user access to the application as required.

CH5.2.2.4 Ensuring that adequate funding is available for their organization's services.

CH5.2.3 Directors/Managers of Directorates, Offices, Projects, and Programs shall be responsible for consolidating and unifying their organization's, project's, or program's Web sites where appropriate.

CH5.3 Procedure

To obtain these services, customers shall follow the "Procedure – General" as outlined in Section 3 of "Document Content."

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CHAPTER 6

IT PROCUREMENT SERVICES

CH6.1 Definition

Comprehensive Acquisition Services. These services provide support for the development of requirements and specifications for the requesting organizations and include market research, pricing and technical competition, cost negotiations, award and receiving of IT replacement parts or equipment/hardware, hardware maintenance agreements, software license/support agreements, and hardware engineering changes or updates.

CH6.2 Responsibilities

CH6.2.1 The Office of the CIO shall be responsible for:

CH6.2.1.1 Providing and managing the IT Procurement Services itemized in the following table:

SERVICE	DESCRIPTION
Comprehensive acquisition services for MSFC IT	All center IT items, such as cable plant, computers that support MSFC administrative computing, IT security, and the help desk Option, per customer requirement
IT-related supplies and special software packages	Center IT infrastructure Per customer requirement; ODIN catalog purchases
IT temporary labor services	Option, per customer requirement

CH6.2.1.2 Adhering to all MSFC/NASA/Government regulations and contractor internal purchasing policies and procedures.

CH6.2.1.3 Coordinating and/or approving as required any unique IT procurements.

CH6.2.2 Directors/Managers of Basic Organizations shall be responsible for:

CH6.2.2.1 Defining and submitting their organization's requirements for the Office of the CIO IT Procurement Services.

CH6.2.2.2 Ensuring OCIO approval is obtained on any of their organization's IT purchases requiring waivers.

CH6.2.2.3 Ensuring that adequate funding is available for their organization's services.

CH6.3 Procedure

To obtain these services, customers shall follow the "Procedure – General" as outlined in Section 3 of "Document Content."

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